

## **Instructions for O.C. s following a failure**

Ingrassia Monday, February 18, 2008

**In the event of a failure that cannot be immediately resolved from the MCR, the O.C. s shall do the following:**

- Make note of the failure in the e-log.
- Send CAS to investigate the problem.
- If the solution is more than a simple reset, send an operator to observe/assist CAS.

**If the problem causes the program to be delayed for more than 6 minutes:**

- Ensure that the OperatorLog is updated by on Shift Operators.

**If the problem persists for more than ½ hour:**

- Go to the fault location and get a first hand report.

**If a call in is needed:**

- Make sure that the proper call in list is initiated, that the people on it are called in the right order and that voice messages are left when possible.
- If someone is not home and does not return the MCRs call/page then call the next person on the list.
- Once someone is contacted, make note of that person in the e-log. Also make note of individuals that were phoned and not contacted.
- Remind them that, upon arrival, they must check in with the O.C. Instruct them to inform the O.C. of any additional personal that need to be called in.
- “Work Plan” <http://www.cadops.bnl.gov/AGS/Operations/WrkPlan/>
- Make note of any additional persons called in for the problem in elog.
- Inform the lead person on the job that, once a repair is completed or otherwise resolved, a report must be made to the O.C. prior to leaving.

**After 1 hour of downtime:**

- Contact P. Ingrassia.  
<http://www.cadops.bnl.gov/AGS/Operations/CallLists/operations.htm>
- Get additional first hand reports from the location of the failure on a regular basis.
- Be prepared to convey up to date and accurate information to those calling the MCR for an update.

**IF the system specialist has worked on the problem for over an hour**

- Contact the system engineer to inform them of the situation of their equipment.

**After 3 hours of downtime:**

- Contact F. Pilat, and the Scheduling Physicist, and inform them of the situation.

**After 5 hours of downtime:**

- Contact Chief Electrical or Chief Mechanical Engineer or their designee.

Once the program is re-established, a complete and accurate description of the failure and fix should be written into the e-log. A Trouble Report shall be generated for downtime over one hour.